

SANDY CITY
APPROVED CLASS SPECIFICATIONS

I. Position Title: IS Assistant (Police)

Revision Date: 03/10

EEO Code: Paraprofessional

Status: Non-Exempt

Control No: 30407

II. Summary Statement of Overall Purpose/Goal of Position:

Under the direction of the Administrative Captain and the Law Enforcement Data Processing Coordinator, assist Police department personnel with current technology and equipment. Resolve problems with equipment, including pagers, cell phones, computer software, hardware and printers.

III. Essential Duties:

- Assist Police department personnel to resolve problems with computer software, hardware and printers.
- Assist with the installation of computer software and hardware.
- Update records and develop files for Police department.
- Assist Police department personnel with Unix system.
- Assists department users of personal computers with software functions (Windows, Spillman, DocView, Groupwise, Corel, Microsoft Office, Fatpot, etc.).
- Maintain department cell phone and pager equipment. Keep an inventory list of phones and pagers with their assigned numbers.
- Monitor monthly billing statements for phones, pagers, modems and other computer-related utilities. Work with cell phone providers to resolve complaints about department cell phones and pagers.
- Assist with the monitoring and maintenance of patrol car video surveillance systems.
- Assist with purchasing and inventory of computer-related equipment and supplies.
- Assist other City departments with access to Police department information.
- Clean and maintain printers as needed.

IV. Marginal Duties:

- Maintain a file for bids, purchase orders, invoices, software licenses and employee forms.
- Maintain inventory records for all equipment.
- Provide basic training for and assist users with computer software, hardware and network connections.
- Assist to troubleshoot and resolve problems with Police equipment.
- Maintain an inventory of printer ink and toner supplies.
- Perform other duties as assigned.

V. Qualifications:

Education: High School Diploma or equivalent education required.

Experience: One year job-related experience required. Additional education may be substituted for required experience.

Probationary Period: A one year probationary period is a prerequisite to this position.

Knowledge of: PC operating systems; computer software programs, including Novell Client, GroupWise, Corel WordPerfect, Microsoft Office, Internet Explorer, Spillman, Unix, ODBC and Crystal reports; basic installation procedures; computer components including processors, mother boards, hard drives, accessories, cards and peripherals; mobile car surveillance systems; basic computer troubleshooting techniques; duties and needs of police officers; information and privacy laws.

Responsibility for: Responsibility for the care, condition and use of computer equipment, printers, pagers, cell phones and other equipment.

Communication Skills: Ability to communicate effectively verbally and in writing using proper grammar and spelling; ability to follow written and verbal instructions; ability to professionally furnish and obtain information and develop effective working relationships; regular contact with other departments and outside vendors, requiring tact and judgment; frequent contacts involving the carrying out of programs and schedules requiring the influencing of others to obtain desired results.

Tool, Machine, Equipment Operation: Regular use of telephones, cell phones, pagers, personal computers, printers, copy machines, fax machines, hand tools and mobile car surveillance system.

Analytical Ability: Effectively operate a variety of computer equipment; exercise independent judgment when deciding what programs to load for whom; explain technical material in layman terms; work well under pressure and impending deadlines; organize time and information; prioritize daily tasks and work independently.

VI. Working Conditions:

Physical Demands: While performing duties of job, employee typically handles office equipment, objects or controls; may periodically bend, stoop or crouch. Employee will sit or stand for long periods of time and move objects up to 20 pounds.

Work Environment: Employee will generally work in a comfortable office setting with occasional exposure to inclement weather conditions; employee will work independently with minimal supervision. The noise level in the work environment is usually minimal. Great mental effort is required daily; moderate pressure is generated by frequent contact with other employees and the public and exposure to deadlines.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

PERSONNEL DEPT. APPROVED BY: _____ DATE: _____